

CIS Advisory Committee Meeting Minutes – 05/12/2022

PROGRAM COMMITTEE NAME:		Computer Information Systems Business Leadership Council			
CHAIRPERSON:		Karen Boatman			
MEETING DATE:	05/12/2022	MEETING TIME:	3:00 pm	MEETING PLACE:	AmTech, Esports Labx
RECORDER:	Kathy Davenport			PREVIOUS MEETING:	04/22/2022
COMMITTEE MEMBERS					
	NAME	TITLE	EMPLOYER INFO	PHONE	EMAIL
X	Rich Gagnon	Chief Information Officer	City of Amarillo	806-471-1516	Rich.Gagnon@amarillo.gov
	Michael Keogh	Technology Officer	Region 16	806-290-2061	michael.keough@esc16.net
X	Trevor Wagner	Instructor	AmTech	806-881-9733	trevor.wagner@amaisd.org
X	Jeff Stoughton	Instructor	AmTech		jeff.stoughton@amaisd.org
X	Kyla Collier	Nanotechnology	Kamino	806-553-0303	kyla@kaminotech.com
	Brad Sanders	General Manager	Westgate Computers	806-570-2226	bsanders@westgatecomputers.com
X	Star Raburn	Owner/Software Company	Skylabs Technology	480-343-5451	star@skylabstechnology.io
X	Rashid Patel		Kamino		
EX-OFFICIO MEMBERS					
	Robin Malone	BSET Chair Person	Amarillo College	806-345-5671	r0114502@actx.edu
X	Kevin Cheek	Coordinator Employee Relations	Amarillo College		kdcheek@actx.edu
X	Adrine Harrell-Carter	Director of Perkins Basic Grant	Amarillo College	806-371-5166	ajharrellcarter@actx.edu
X	Barbara Wahi	Director of Work Based Learning	Amarillo College	806-371-5974	
X	Ann Beheler		Center for Occupational Research and Development		
X	Hope Cotner	President	Center for Occupational Research and Development		hcotner@cord.org
X	Karen Boatman	CIS Program Coordinator	Amarillo College	806-371-5930	keboatman@actx.edu
X	Chris George	CIS Instructor/Esports Coordinator	Amarillo College	806-371-5374	c0245396@actx.edu
X	Lynne Kenney	CIS Instructor	Amarillo College	806-371-5275	l0504159@actx.edu
X	Delane McUne	CIS Instructor	Amarillo College	806-371-5220	s0059629@actx.edu
	Joseph Melius	CIS Instructor	Amarillo College	806-371-5213	jamelius@actx.edu
X	Kathy Davenport	Administrative Assistant	Amarillo College	806-371-5269	kathy.davenport@actx.edu

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AGENDA ITEM	ACTION / DISCUSSION/ INFORMATION	
Old Business:	N/A	
Continuing Business:	NA	
New Business:	<ul style="list-style-type: none"> • Overview of KSA process • Results of KSA review • Discussion of prioritized items • Next steps for curriculum enhancements • Additional feedback for Perkins/CTE local needs assessment 	
Curriculum Decisions:	NA	
Other:	NA	
KEY DISCUSSION POINTS	DISCUSSION	
Continuing Business		
New Business:	<p>The meeting was called to order at 3:05PM. There were a couple of new attendees to the meeting, so everybody gave a brief introduction with their name and where they worked as the meeting got started.</p> <p>Ann Beheler jumped right into the list that contained the skills that had been voted on. She confirmed that in the previous meeting, the group had discussed all of the skills with a score of 2.8 or lower. She stated that the point of today was to go over as much of the rest as possible so that by the end, the CIS department had enough information to really be able to focus their curriculum on the skills and tasks that the businesses needed. Ann stated that she was going to choose which items to go through as opposed to going through every item.</p> <p>The following items are under “Work Activities from Calibrate”:</p> <p>“Maintain operational records, files, or reports” – score 3.0 – Kyla Collier stated that believes it is important for the employees to keep a record of what they do every day. Rich Gagnon stated that he agrees, and stated that he thinks it’s more important to know about updating records than creating them.</p> <p>“Develop information technology system requirements” – score 3.0 – Kyla Collier stated that she thought originally about a more experienced person doing this, but definitely not an entry level person. Everyone else agreed with her.</p>	

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“Develop specifications for computer network operation” – score 3.6 – Kyla and Rich Gagnon agreed that an entry level person should be able to read and follow specs, but not creating them themselves.

“Determine equipment or tool requirements for projects” – score 3.4 – Star Raburn stated that determining the equipment to be used would not be something an entry level person would do. He stated that should already be set up by the technician. Kyla agreed and stated that they won’t be determining the equipment to be used, but should know how to use all of the equipment.

“Identify information technology project resource requirements” – score 2.9 – Rich Gagnon stated that this a time when wording is important. He stated that from the perspective of a higher-up, if he has a customer that has a technology project, he might take an entry level person to the meeting for exposure, but that person won’t say anything or be involved in the meeting. He stated that if you’re talking about daily work projects, then yes – the entry level person would need to know that, but if you’re talking about big level customer projects, the answer would be no.

“Evaluate computer or software security and vulnerability” – score 4.0 – Everybody agreed that this is very important for an entry level person to know and be able to utilize.

“Verify information resulting from investigation” – score 3.1 – Rich again stated that it depends on the situation, but for the most part, an entry level person might be looking at evidence already gathered, but would not be doing any sort of investigating for themselves.

“Determine customer needs” – score 3.3 – It was stated that if this was a big business, it would likely not be an entry level position because of the scope of the customer needs. Rich Gagnon agreed and stated that a helpdesk might need to do this, but otherwise, it would likely be a bigger group – maybe part of a team – but not an entry level person.

“Interpret information from diagrams, blueprints, schematics, or technical drawings” – score 3.3 – Everyone agreed this was important.

“Perform information technology related research” – score 3.0 – Everyone agreed on this.

“Coordinate information technology installations” – score 3.3 – Everyone agreed it depends on how big.

“Install physical security measures” – score 2.9 – It was agreed by all that most businesses outsource that sort of stuff.

“Test data communications systems” – score 3.3 – Ann Beheler asked if they would have entry level people testing things like even the phone system. Kyle Collier stated that yet, it’s all network related.

“Plan and implement security measure for computer or information systems” – score 3.8 – Ann asked if they would plan and implement, or just implement. Everyone agreed that they would likely just implement, but they would need to be able to understand the plan.

“Evaluate computer related usability or feature requests from users” – score 3.4 – It was agreed that entry level will do this kind of work. Rich Gagnon agreed and stated that a bigger problem might roll over to the IT department, but entry level will at least look at it first.

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“Evaluate new, emerging, or prototype software or systems” – score 3.0 – Everyone agreed that an entry level will do this, especially when the higher ups send it to them as part of their training.

“Monitor message or even logs for computer systems” – score 3.3 – Rich stated that he will have them review the logs, maybe. Kyla agreed that they at least need to know what they are looking at.

“Recommend measures to protect employee data” – score 3.4 – Rich stated that it would be done by higher ups, but often times, entry level people might be able to spot a security threat that had been previously missed.

“Splice electric or communications cables or trunk lines” – score 2.9 – Kyla stated that it depends on the scope and whether or not it’s on the vendor side or internal.

“Develop maintenance schedules” – score 3.1 – Rich stated that they don’t need to develop them, but do need to know how to read them and follow them.

The following items are under “Knowledge”:

“Telecommunications” – score 3.3 – Star Raburn stated that they need to know physical and digital softphones.

“Knowledge of continuous quality improvement principles” – score 3.4 – Star stated that there should be a basic understanding of Agile vs. Waterfall so he doesn’t have to explain it to a new person.

“Knowledge of laws, regulations, policies, and ethics as they relate to cybersecurity and privacy” – score 3.8 – Everyone agreed that they need a general understanding that there are laws and regulations, but Rich Gagnon pointed out that where you work and how deep the security level is in that organization can make a big difference.

The following items are under “Tools from Calibrate”:

“Apple Macintosh OS” – score 2.9 – Everyone agreed that this was a job specific tool. They stated that there should be some understanding of it, but most won’t use it.

“Computer forensic software” – score 3.0 – Rich Gagnon stated that most entry level people won’t need deep forensics, but need to know enough to know what to do with alerts

“Honeypot” – score 3.1 – Everyone agreed that it is good to know, but not required of entry level.

“IDS/IPS software” – score 3.5 – Everyone agreed that it is good to know, but not required of entry level.

“Integrity verification software” – score 3.5 – Everyone agreed this would not be for an entry level person.

“Microsoft Exchange server” – score 3.3 – Kyla Collier stated that they don’t necessarily need to know how to install and maintain it, but at least be familiar with what it does.

“Network and system vulnerability assessment software” – score 3.9 – Everyone agreed that if the student is on the

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cyber security track, then yes, they absolutely need to know this.

“Patch and update management software” – score 3.3 – Everyone agreed the most essential part is to know it

“Penetration testing software” – score 3.1 – Everyone agreed that this is needed on the cyber security side.

“Python” – score 2.5 – Ann Beheler stated that they had discussed Python previously, but she wanted to readdress it. She asked if they still don’t want Python. They all agreed that a general knowledge of it might be helpful, but it’s not necessary to know. Star Raburn stated that no one will be using that for hacking.

Ann Beheler reached the end of the list and asked the group if there was anything that was missing from the list. Rich Gagnon stated that if the college could produce a student that has the entire skill set on that list, the students would be in very good shape.

Rich Gagnon stated that the biggest issue he is having really has nothing to do with technology. He stated that soft skills are the hardest part. He stated that he has friends who teach and will take away all electronic devices at the start of the class and make the students talk to each other because they just have no communication skills. Ann asked about using too much tech lingo. Rich stated that he will get onto his technicians about that and will count how many acronyms they use in a conversation and tell them at the end how many they used. Ann asked about time management. Rich stated that they had to let two employees go in the last year because of time management problems.

There was a lot of talk about communication skills, most agreeing that computer kids have a hard time carrying on conversations and talking in groups. Rich Gagnon stated that he feels like the problem may get worse as more hybrid work environments grow.

Ann asked again if there was anything else missing. She asked that if they think of anything later that is missing for them to please get in touch with the program people at the college to have them add to the list. Star Raburn mentioned some sort of containerization like YAML. Rich Gagnon agreed that Yaml is a good one. Ann stated that she would add that to the notes to be sent to the program leaders.

Ann stated that there will be another meeting in Fall with the program leaders and the faculty, and then another meeting with the business leaders in early Fall. Karen Boatman agreed that they will be getting together in early Fall. Ann stated that she will be sure to add her notes to the spreadsheet so that it would all be there when they get back together in the Fall.

There were no further comments nor questions.

Other:

The meeting was adjourned at 3:55PM.

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Recorder Signature: <i>Kathy Davenport</i>	Date: 05/18/2022	Next Meeting: To be determined